

IN THE CLAIMS

Please amend claims 1, 2, 3, 6, and 13 as follows. A clean copy of all the pending claims are provided below.

1 1. (Amended) A method for a network-based facility, the method
2 comprising:
3 facilitating submission of a complaint to a network-based facility, the
4 complaint being related to a party in a failed transaction;
5 facilitating a resolution of the complaint; and
6 updating a record associated with the party if the complaint is not
7 resolved, the record indicating a count of failed transactions related to the party.

1 2. (Amended) The method of claim 1, further comprising:
2 facilitating submission of a refund request if the complaint is not
3 completed.

1 3. (Amended) The method of claim 2, wherein the facilitating of the
2 submission of the refund request includes:
3 providing an interface to facilitate input of information for the refund
4 request.

1 4. (Unchanged) The method of claim 1, wherein facilitating a submission of the
2 complaint includes:
3 providing an interface to facilitate input of information for the complaint.

1 5. (Unchanged) The method of claim 1, wherein facilitating the resolution of the
2 complaint includes:
3 notifying the party that the complaint has been submitted against the party.

Sub B17
A1
1 6. (Amended) The method of claim 1, further comprising:
2 suspending the party from participating future transactions with the
3 network-based facility if the count exceeds a predetermined count value.

1 7. (Unchanged) The method of claim 1, wherein the network-based facility is a
2 network-based online auction facility and the transaction is a network-based online
3 auction transaction.

1 8. (Unchanged) A network based facility system comprising:
2 a database to maintain records of network-based transactions; and
3 a processor to facilitate submission of a complaint, the complaint being
4 associated with a transaction record maintained by the database, the transaction record
5 relating to a party who has failed to complete a transaction, to facilitate a resolution of
6 the complaint, and to update a record associated with the party if the complaint is not
7 resolved, the record indicating a count of failed transactions related to the party.

1 9. (Unchanged) The network-based facility of claim 8, wherein the processor is to
2 facilitate submission of a refund request if the complaint is not completed.

1 10 (Unchanged) The network-based facility of claim 9, wherein the processor is to
2 provide an interface to facilitate input of information for the refund request.

1 11. (Unchanged) The network-based facility of claim 8, wherein the processor is to
2 provide an interface to facilitate input of information for the complaint.

1 12. (Unchanged) The network-based facility of claim 8, wherein the processor is to
2 notify the party that the complaint has been submitted against the party.

~~sub B17~~
13. (Amended) The network-based facility of claim 8, wherein the processor
15 2 is used to suspend the party from participating in future transactions with the
3 network-based facility if the count exceeds a predetermined count value.

1 14. (Unchanged) The network-based facility of claim 8, wherein the network-based
2 facility is a network-based online auction facility and the transaction is a network-based
3 online auction transaction.

1 15. (Unchanged) A machine-readable medium that provides instructions, which if
2 executed by a machine, cause the machine to perform operations comprising:
3 facilitating submission of a complaint to a network-based facility, the complaint being
4 related to a party who has failed to complete a transaction;
5 facilitating a resolution of the complaint; and

6 updating a record associated with the party if the complaint is not resolved, the
7 record indicating a count of failed transactions related to the party.

1 16. (Unchanged) The machine-readable medium of claim 15, further comprising
2 instructions, if executed by the machine, cause the machine to perform operations
3 comprising:

4 facilitating submission of a refund request if the complaint is not completed

1 17. (Unchanged) The machine-readable medium of claim 16, further comprising
2 instructions, if executed by the machine, cause the machine to perform operations
3 comprising:

4 providing an interface to facilitate input of information for the refund request.

1 18. (Unchanged) The machine-readable medium of claim 15, further comprising
2 instructions, if executed by the machine, cause the machine to perform operations
3 comprising:

4 providing an interface to facilitate input of information for the complaint.

1 19. (Unchanged) The machine-readable medium of claim 15, further comprising
2 instructions, if executed by the machine, cause the machine to perform operations
3 comprising:

4 notifying the party that the complaint has been submitted against the party.

1 20. (Unchanged) The machine-readable medium of claim 15, further comprising
2 instructions, if executed by the machine, cause the machine to perform operations
3 comprising:
4 suspending the party to participate in future transactions with the network-based
5 facility if the count exceeds a predetermined count value.

1 21. (Unchanged) A network-based facility comprising:
2 means for facilitating submission of a complaint to a network-based facility, the
3 complaint being related to a party in a failed a transaction;
4 means for facilitating a resolution of the complaint; and
5 means for updating a record associated with the party if the complaint is not
6 resolved, the record indicating a count of failed transactions related to the party.

1 22. (Unchanged) The network-based facility of claim 21, further comprising:
2 means for facilitating submission of a refund request if the complaint is not completed

1 23. (Unchanged) The network-based facility of claim 22, wherein the means for
2 facilitating submission of the refund request includes:
3 means for providing an interface to facilitate input of information for the refund
4 request.

1 24. (Unchanged) The network-based facility of claim 21, wherein the means for
2 facilitating the submission of the complaint includes:

3 means for providing an interface to facilitate input of information for the
4 complaint.

1 25. (Unchanged) The network-based facility of claim 21, wherein the means for
2 facilitating the resolution of the complaint includes:

3 means for notifying the party that the complaint has been submitted against the
4 party.

1 26. (Unchanged) The network-based facility of claim 21, further comprising:

2 means for suspending the party to participate in future transactions with the network-
3 based facility if the count exceeds a predetermined count value.

1 27. (Unchanged) The network-based facility of claim 21, wherein the network-
2 based facility is a network-based online auction facility and the transaction is a
3 network-based online auction transaction.